

## Welcome to Barrhaven Psychological Services



Thank you for contacting us and welcome! It is my pleasure to assist you, answer your questions and concerns and to schedule an appointment for you with one of our clinicians.

Our team of highly professional clinicians offer clients a range of treatment and assessment services that are based on the very best scientifically proven approaches, such as cognitive behaviour therapy or interpersonal therapy, while focusing on those strengths and abilities that are unique to every individual.

Our focus is you and providing the best care possible. Times of emotion, stress, transition, learning and challenges can be difficult, and we are here to make it easier for you and to help you reach your goals.

### **Scheduling your appointment(s):**

**If you have personal insurance, please call your insurance before booking with us to get details of your plan and understand what your coverage is. We do not have that information available to provide to you.**

All intake and regular appointments are scheduled for 60 minutes: 50 minutes for the patient therapy and 10 minutes for the doctor to take notes. At the intake appointment the clinician will review your history and discuss your concerns, issues, and goals. At your second appointment the clinician will begin your therapy and provide strategies and skills to assist you.

Depending on the time of year, many of our clinicians book up quickly. Our goal is to find an appointment for you as quickly as we can. If we are not able to do so, we will book what we can and add you to our waiting list as we often get appointments being rescheduled. If we do get a cancellation earlier, we will contact you. We will always work hard to prioritize urgent appointments for you. **Please note that the waitlist is on a first come first serve basis.**

As you continue with your appointments, please ensure that you **contact the office manager** to book more appointments (not with your psychologist). Each client is different, and we rely on your correspondence to book appointments that are personalized and suitable for you. We strongly recommend that you **book at least 3 appointments ahead of time** as our schedules fill up very quickly.

This ensures that you are scheduled in for the date and time that is most suitable for you. You can schedule these with the office manager anytime via telephone or email as they are always happy to provide you with available upcoming dates.

As a **new patient, we will schedule 4 appointments for you and the initial intake appointment** which are usually scheduled 2 weeks apart (based on availability). Prior to booking your appointments, we will ask some information to open your file.

#### **Preparing for your first appointment:**

We ask that you please fill out the **Intake Form** before your first appointment for your clinician to better prepare for your arrival. You will receive **two separate emails** from our booking system that will include a link to our **intake form** and **consent form** to complete. The **consent form** can be completed before the appointment, during the appointment, or immediately after the appointment.

If you are bringing a child(ren) to an appointment, you will spend some time alone speaking with the psychologist. We suggest that you bring quiet things to keep your child occupied (tablet, plush toy, quiet toy, etc.) If you feel your child will be unable to occupy her/ himself alone, please bring someone who can keep her/him company. We have other appointments in session and ask that the waiting room is kept as a quiet place.

#### **Practitioners' Schedules:**

##### **Dr. Darcy Santor: Registered psychologist**

Tuesday: 1pm-8pm (Last appointment 7pm)

Thursday: 1pm-8pm (Last appointment 7pm)

##### **Dr. Amélie Beausoleil: Registered psychologist**

Tuesday to Thursday: 9am-4pm (Last appointment at 3pm)

Fridays are reserved for Psychoeducational Testing (**Waitlist is closed until fall 2024**)

**Dr. Lindsay Rosval: Registered psychologist**

Tuesday and Thursday: 9am-4pm (Last appointment at 3pm)

Wednesday: 9am-5pm (last appointment at 4pm)

**Dr. Lisa Alli, Registered psychologist**

Tuesday: 10am-4pm (Last appointment at 3pm)

Wednesday and Thursday: 10am-3pm (Last appointment at 2pm))

**Thanh Ly, Registered psychotherapist**

Monday: 1-8pm (Last appointment at 7pm)

Thursday: 9am-8pm (Last appointment at 7pm)

**Sam Shaw, Registered psychotherapist, Qualifying**

Monday: 1pm-7pm (Last appointment at 6pm)

Friday: 9am-4pm (Last appointment at 3pm)

**For more information and our practitioners' bios please refer to our website at [barrhavenpsychservices.ca](http://barrhavenpsychservices.ca)**

**Psychoeducational Assessments:**

Psychoeducational assessments are completed by Dr. Beausoleil and Dr. Rosval for **children between 4-16 years of age**. The purpose of the psychoeducational assessments is to determine the nature and degree of a child's academic abilities, academic strengths, and difficulties, as well as their learning styles.

Psychoeducational assessments can be used to determine the grade level at which a child or young person is functioning or their level of academic achievement. Please contact us for more information.

**Appointments for Children and Youths:**

If your child is seeing one of our mental health professionals, the first appointment proceeds as follows. For the benefit of the child, **we suggest that all parents/guardians attend, if possible, even parents who share custody**. The clinician will invite everyone in for introductions and then ask the child to wait in the waiting room. The child will be provided with coloring items, or they can bring a QUIET toy to play with (iPad, book, stuffed animal) If your child is not comfortable sitting alone, please bring someone who can keep them company.

The beginning of the session is reserved for the mental health professionals to speak to the parent(s) about their impressions, ideas, goals, and reasons why they believe the child needs therapy. This conversation is usually planned for approximately 15 minutes. Then the parents are asked to wait in the waiting room and the child will see the doctor alone for the remainder of the appointment. All subsequent appointments are reserved for the child, as the child's psychological wellbeing and therapy is the priority.

The mental health professional will continue to update the parent(s) of the child's progress, what they are working on, strategies they are learning and how the parent(s) can help at home. Parents are always welcome to speak with the mental health professional at any visit. If parent(s) wish to speak more in depth with the mental health professionals, or would like some parenting advice, home advice etc., we suggest they **book a separate appointment with the mental health professional** to have more time. If a parent wishes to seek therapy themselves, we suggest they see another psychologist here at BPS, to avoid any conflict of interest.

**Same family members seeing clinicians:**

If a sibling(s) of a child who is already seeing one of our mental health professionals, wishes to receive therapy as well, we suggest the following. Depending on their age and the situation, we may suggest they see the same or their own mental health professional here at BPS. This is done so that each mental health professional can focus on the patient's own needs and priorities and to avoid any conflict of interest.

Parents, children, and siblings dealing with separate issues will see separate mental health professionals. Couples seeking therapy together will see the same mental health professionals. Adults who are partners, but wish to have their own individual therapy, will see separate mental health professionals so that their own needs are prioritized.

All our mental health professionals consult with each other if a family requires, wishes, and authorizes such care and we are happy to discuss each individual situation with you.

**General information:**

All follow up appointments are scheduled for 50 minutes with 10 minutes reserved at the end for the practitioner to add his/her notes.

We **do not need a referral from your doctor**; however, we appreciate knowing who referred you so that we may thank them and contact them if needed (and with your consent).

**Fees:**

Fees are payable at the **end of each session** by debit or credit card (VISA or MASTERCARD) ONLY.

**\*\*PLEASE NOTE: We do not accept AMERICAN EXPRESS\*\*** If you are being reimbursed by your personal insurance, or wish a receipt for tax purposes, your practitioner is happy to provide it. They can also be emailed to you at any time. **Fees are not covered by OHIP.**

60 minutes (psychologist): \$240

60 minutes (psychotherapist): \$160+HST (\$180.80)

Psychoeducational assessment: From \$3360 to 4080

**Insurance:**

**Our services are NOT covered by OHIP. We do not direct bill to insurance companies.**

If you have personal insurance, we are happy to provide you with a receipt at the end of each session for you to remit to your insurance. **Please call your insurance before booking with us to get details of your plan and understand what your coverage is.** Different plans have different coverage, and it is the client's responsibility to ensure they understand what they are covered for and what the insurance company requires (referral, information on the invoice etc.) We do not have that information available to provide to you. BPS is not liable for any costs not covered by insurance.

**Our Cancellation/Rescheduled/Missed appointment policy:**

In case of an unexpected situation where you may not be able to attend your scheduled appointment, we require **48 hours (2 working/business days - Saturday and Sunday DO NOT APPLY) notice.** The policy of the clinic is to charge a cancellation fee of \$100.00 if the appointment is cancelled less than the 48 hours notice. We try to be flexible in applying the cancellation fee, understanding that emergencies and extenuating circumstances do arise. However, a last-minute cancellation is a concern, and a lost opportunity, for which we apply a fee.

Cancellations in and of themselves are never an issue. With sufficient notice we would be able to re-allocate a canceled appointment with a couple of days notice. We have clients who are currently waiting 8 to 10 weeks if not longer, for an appointment, who would be grateful for an appointment. Unfortunately, we are unable to do this on short notice.

Therefore, any late cancellations (not within the 48-hour notice) and NO SHOWs will have a \$100 fee applied.

**Contacting us:**

My name is Colleen Trang, and I am your Office Manager at BPS. I am available in the office Monday-Friday from 9am to 3pm. Outside of my office hours, you may call and leave a message or send me an email and I will reply to you as quickly as possible upon my return.

**Tel no:** 613-823-3876

**Email:** info@barrhavenpsychservices.ca

For more information on our services and individual practitioners' bios, please visit our website at: [www.barrhavenpsychservices.ca](http://www.barrhavenpsychservices.ca)

**How to find us:** We are located at 10 Green St, Suite 110 in Barrhaven, going south we are just past the corner of Greenbank and Fallowfield. We are in a 3-storey brick building at the end of the strip mall behind Taing Jewellers and Barrhaven Auto Centre. Our office is located on the 1st Floor.

Thank you for choosing BPS- we look forward to meeting you.